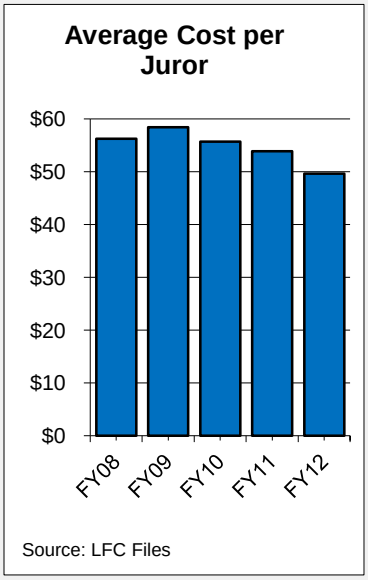
PERFORMANCE: Administrative Office of the Courts



The goal of the Administrative Office of the Courts (AOC) is to assist the judiciary in its mission to provide access to justice, resolve disputes justly and timely, and maintain accurate records of legal proceedings. The AOC became a key agency in FY10.

Administrative Support. The introduction of a new process for juror orientation which allows potential jurors to complete their orientation remotely through the use of electronic-formatted training materials is creating a cost savings. The Board of Finance decided to convert to a grant $1.4 million in loans made to the jury and witness program over previous fiscal years. The Legislature appropriated $3.8 million from the general fund, and $2 million in other state funds to the jury and witness fund in FY12. Further, the Legislature granted the AOC a $296 thousand supplemental appropriation for the jury and witness fund for FY12. The number of jurors paid increased by 6 percent during FY12. Although cost per juror has been declining, the costs for interpreter services have been increasing: in FY04, payments for non-jurors, which include interpreters, accounted for 30 percent of payments from the jury and witness fund. In FY12, non-juror expenditures have increased to 47 percent of payments from the fund.

Measure	FY10 Actual	FY11 Actual	FY12 Target	FY12 Actual	Rating
Average cost per juror	$55.68	$53.86	$50.00	$49.64	G
Program Rating					G

Statewide Judiciary Automation. Improvement in the Judicial Information Division's (JID) performance measure is the direct result of management and practice changes. The JID is still in the process of implementing the new Odyssey case management system (CMS). The CMS is thought to be creating efficiency gains in case filing and retrieval which should alleviate some pressure on the court clerks. In FY12, the JID implemented Odyssey in 41 courts in 12 judicial districts. The JID will implement Odyssey in 15 courts in seven judicial districts in FY13. The JID has consistently remained on schedule and within budget throughout the implementation process. The JID will complete implementation of the CMS in all courts, with the exception of Bernalillo county metropolitan court, by December 2012. Metro court is expected to transition to Odyssey by June, 2013.

Measure	FY10 Actual	FY11 Actual	FY12 Target	FY12 Actual	Rating
Average time to resolve automation calls for assistance, in hours	n/a	19.1	12	8.6	G
Program Rating					G

Magistrate Court. The performance in magistrate courts corresponding to the percent of cases disposed as a percent of cases filed is particularly encouraging due to the implementation of the CMS: during FY12, 31 magistrate courts have implemented the CMS.

All magistrate courts have now implemented the CMS. The general expectation of courts implementing Odyssey is that there will be a slowdown in the clerk's office. This data suggests that the implementation is going smoothly and not creating a backlog in magistrate courts.

Measure	FY10 Actual	FY11 Actual	FY12 Target	FY12 Actual	Rating
Bench warrant revenue collected annually, in millions	$3.1	$3.4	$2.4	$3.1	G
Percent of cases disposed as a percent of cases filed	96.6%	106.1%	95%	101.7%	G
Percent of magistrate courts financial reports submitted to fiscal services division and reconciled on monthly basis.	95.8%	97.8%	100%	98.6%	Y
Program Rating					G

Special Court Services. The supervised visitations and exchanges measure has been expanded to include exchanges, which explains why the output of the program is so much higher than the target. The Court Appointed Special Advocate (CASA) program did not reach the target for FY12 because of the inability of the 12th Judicial District Court to find a treatment provider to run the CASA net work in that district. Further, the Second Judicial District Court is in the process of transitioning the administration of the CASA program from court personnel to an outside treatment provider. This transition has slowed the pace of referrals to the program.

Measure	FY10 Actual	FY11 Actual	FY12 Target	FY12 Actual	Rating
Number of monthly supervised child visitations and exchanges conducted	n/a	1,125	750	2,516	G
Number of cases to which court-appointed special advocates volunteers are assigned	1,085	869	1,000	858	Y
Program Rating					Y